REV. MAY 1, 2004   NEBRASKA HHS FINANCE   NMAP SERVICES
MANUAL LETTER # 12-2004 AND SUPPORT MANUAL   471-000-124
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471-000-124 Instructions for Using the Nebraska Medicaid Eligibility System (NMES)

The Nebraska Medicaid Eligibility system (NMES) is a dial-up (telephone access) computer system by which enrolled Medicaid providers can obtain information regarding -

1. Verification of Medicaid eligibility;
2. Participation in the Nebraska Health Connection (Nebraska's Medicaid Managed Care Program);
3. Copayment status;
4. Private insurance coverage;
5. Medicare coverage; and
6. Lock-in status.

NMES is operational 24 hours a day, seven days a week. NMES provides client eligibility information for a maximum of two previous years. Note: NMES does NOT supply prior authorization information, or information on coverage of specific services for a client. NMES will provide eligibility information for the next month ONLY when the following condition is met: Verification date is within two calendar days of the next month (i.e., 30, 31st). NMES cannot provide historical information if a social security number search is used. Historical eligibility information can only be accessed using the 11-digit client Medicaid number.

NMES may be used before providing services to a client or before submitting claims for payment. Following are instructions for touch-tone telephone access and rotary telephone access.

If NMES is not working, please contact (402) 471-4636.

<center>TOUCH-TONE TELEPHONES</center>

Step 1:   To access NMES, call -

      Lincoln Area 402-471-9580
      Outside Lincoln 800-642-6092

Step 2:   After the first message, press any key to use the touch-tone feature.

Step 3:   After the next message, enter your 11-digit provider number followed by the pound (#) key.

Step 4:   After the next message, press 1 if inquiring by client Medicaid number.
             press 2 if inquiring by client social security number.

Step 5:   After the next message, enter the 11-digit client Medicaid number followed by the pound (#) key.

<center>OR</center>

      Enter the client's nine-digit social security number followed by the pound (#) key.

Step 6: After the next message, enter the 6-digit month and year date of service followed by the pound (#) key. Note that the months of January through September must be entered as two digits (i.e., 01 for January, 02 for February, etc.). For example:

012004#

Examples of messages you may hear include:

1. Provider Eligibility: "No record of provider number entered"
 "Provider not eligible for month/year"
 "Provider number not eligible for billing"

 These messages indicate that the provider number entered is not a correct Medicaid 11 digit provider number for the month/year of inquiry. Verify that the number is valid.

2. Recipient Eligibility: "This recipient is eligible for (month/year)"
 "This recipient is not eligible for (month/year)"
 "This recipient is pending Medicaid eligibility"
 "No record of social security number"

3. Copayment: "Individual is subject to copay"
 "Individual is not subject to copay"
 "Individual is subject to copay on prescription drugs only"
 "Due to change in status, individual is no longer subject to copay"

4. Managed Care: "Individual is subject to medical managed care. The managed care plan is (Name of Plan). The individual's primary care physician is (Name of Physician). His phone number is _____."
 "Individual is in mental health managed care. The plan is (Name of Plan)."

 Note: Medical managed care refers to enrollment in the Basic Benefits Package.

 If no reference is made to medical managed care or mental health managed care, the individual is not subject to managed care and is Medicaid eligible for the month of inquiry.

5. Medicare/Private Insurance: "Medicare coverage for Part A, (number)"
 "Medicare coverage for Part B, (number)"

Listen carefully to the messages and prompts. By following the prompts, you may chose to hear the following:

1. A description of the Nebraska Health Connection managed care plans (medical/surgical and/or mental health/substance abuse) (also see 471-000-122);

2. The phone number for the managed care plan.

3. Medicare and private insurance. If the client does not have private insurance or Medicare coverage, you will hear the following message:

    "No Medicare or private insurance"

    If the client has private insurance, you will hear a brief description of the insurance coverage, carrier name and address, policyholder, policy and group number.

4. Lock-In: If the client is locked in to one or more providers, the names of the providers will be given or the caller will be referred to the local office.

Step 7:   To inquire about another month for the same client, press 1.
             If you have another inquiry, press 2.
             If you have no more inquiries, press 3.

SPEED CALLS

It is not necessary to wait for the entire message to enter your responses. For example, you may enter the provider number, recipient number, and date of service (each followed by the pound (#) key) without waiting for each message.

ROTARY TELEPHONES

Step 1:   To access NMES, call -

             Lincoln Area   402-471-9580
             Outside Lincoln   800-642-6092

Step 2:   When you hear the message "If you are calling from a touch-tone phone, press any key now. If your phone is not touch-tone, please stay on the line," please hold and you will be connected to the Voice Dial feature.

Step 3:   After the next message, speak your 11-digit provider number, one digit at a time.

Step 4:   After the next message, speak the 11-digit recipient number (the client's Medicaid case number) or if inquiring by social security number, speak the client's nine-digit social security number, one digit at a time.

Step 5:   After the next message, speak the six-digit month and year date of service, one digit at a time. For example, if the month is January, speak "zero one". If the month is October, speak "one zero".

Listen carefully to the messages and prompts. You may hang up at anytime and call back.

If you are unable to obtain information from NMES when using the rotary telephone inquiry information, call (402) 471-4636.

It is not necessary to wait for the entire prompt before beginning your voice response. You will need to wait for the prompts between the provider number, recipient number and date of service.